



## **FOOD ASSISTANCE ACTION COMMITTEE**

**A Federal, State and County Partnership for policy interpretation and review, food stamp outreach, Quality Control and corrective action activities.**

### **MINUTES**

**DATE: TUESDAY March 23rd, 2010**

**TIME: 9:30 a.m. to 3:00 p.m.**

**LOCATION: CDSS  
Mammoth Conference Room  
2450 Del Paso Rd. Ste. 200  
Sacramento, CA 95834**

- 1. Welcome/Housekeeping**
- 2. Review of Previous Minutes** – No changes were made.
- 3. RADEP report** – Kim Murdock

A power point presentation and handout highlighted:

- Complex Business Rule to Calculate Error Amount
- Resetting Passwords
- Inactivating Users.

RADEP has been enhanced with an edit for preventing incorrect error amount entries. If the error amount inserted is incorrect, the system will create a fatal error (Fatal 020-F001). The correction must be installed to allow the case to show as complete.

- If household includes CFAP enter only the federal amount of the allotment.
- When the variance is excluded because of a hold harmless period, code the case as a correct case and note in the appropriate class comments that there is a variance which is excluded for that reason.

Supervisors can reset the RADEP password. If someone leaves change their status to inactive. There is no limit to the number of users on the system (active or inactive).

#### **UPCOMING ACTIVITIES**

- Modify the worksheet to print on questions with values.
- Print issues for description: not the code
- The FDRAB team has had no discussion has taken place on templates in RADEP.
- FDRAB – Pam Ward

**SAMPLING** There was a long discussion regarding sample size and when and how to do adjustments early in the year. Some Counties expressed concern regarding adjustments done so late during the year and preferred to have correct samples throughout the year. One county liked the end of the year process due to holiday staffing issues.

The state is using annual data not the monthly report submitted by the counties. In past years, adjustments were done quarterly. CDSS asked if counties are entering the drop information in RADEP on a flow basis to ensure up-to-date information as soon as possible. This assists the state when they are developing the correct random interval for the county.

Fresno County suggested that a specific schedule be used for adjustments. Counties agreed that this would be helpful. Pam stated she will look into creating a schedule for adjustments information and also stated that counties may call at any time and get it adjusted if we find that it is needed. She stated that FDRAB would need to be contacted one month in advance for the change.

Kern County asked if the strata affects the error rate differently. Pam responded that the completed cases will impact the weighting calculation.

#### **4. FS Program Policy Updates**

##### **Program/Policy Update – LeAnne Torres**

Census Demo ACL An ACL of Question & Answers is in the sign off process regarding Census demonstration which will allow for excluding the income from temporary employment from 1/01/10 through 12/31/10. Some of the information contained:

- Number of households participating
- Number of months income excluded
- Total income excluded
- Total benefits issued

A letter has been sent back to Advocates for review regarding the elimination of the 8 month requirement for Iraqi and Afghanistan immigrants.

An ACL is being drafted with Q&A's regarding Haitian orphans' benefits.

A Question and Answer draft regarding I 134 vs. I 864 is being forwarded to FRAT.

**OPTING OUT** - Discussion item for opting out of sponsored non-citizen language. The idea is that if someone is choosing to be part of the household or they want to "opt out" before determination is made they must be included on the application.

**Expedited Services** - An ACIN is in development which will remind counties of the ES processing timeframes and application processing timeframes requirements. Counties had a number of questions regarding the particulars on these processes.

**Modified Categorical Eligibility-MCE**— Expecting it to be extended to all applicants and recipients this year or next. It is in the state budget.

**Restoration of Benefits Waiver** - CWDA /CDSS work group is meeting to discuss forms for procedural changes, looking at 8/1/10 implementation date.

Face to Face Interview Waiver – The state sent out the survey to the counties and got responses from all but 13. CDSS will send 2<sup>nd</sup> notice to those 13 counties.

Quarterly Reporting\_- The Work plan was submitted 2/15/10 to the feds to change to Semi Annual Reporting. CDSS also applied for 18month extension for Quarterly Reporting.

### County Concerns/Questions

Riverside asked for policy clarification on the impact of the current SFIS requirements to the denial process. Specifically, when an individual fails to follow through with completing the imaging process and the county sends a notice of denial, does this failure to complete the process require the 30 day hold pending rules? State responded that we can send the notice, but cannot deny before the 30<sup>th</sup> day. County will submit the question in writing for a State written response.

### Legislative Update - Dave Badahl

**AB2018** sponsored by California Coalition of Welfare Rights requires a study of feasibility of doing ICTs for food stamps (like CalWORKs and Medi-Cal) similar to AB646.

**AB1359** on Semi Annual Reporting for NAFS also eliminates the asset test and SFIS.

**AB1642** Semi Annual Reporting for all food stamps and CalWORKs and eliminate the SFIS requirement.

**AB719** Emancipated Foster Care Youth Project has been submitted to FNS. No response yet

### Court Litigation

The Heathcock lawsuit settlement regarding the development of an over issuance Notice of Action with the budget included is still in process.

## 5. FS Field Operations Bureau Quality Control Updates- Marlene Fleming

### QC Error Rates

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### Actives/Negatives

SAMPLE	California %	National Average
Active Sample	3.92%	4.20%
Negative Sample	12.01%	8.22%

### QC Sample Completion Rates

ACTIVE 88.1% for 9/09, need to reach 98% to avoid a penalty.

### QC Policy Updates – Cheryl Henderson

A Transmittal on the Inter-County Transmittal Courtesy Home Visit will be re-issued. Basically the current process will be restated within that transmittal.

### QC Training Request

There are none pending.

Kern County asked if FOB is able to travel and Marlene responded they could train via Web.

### **Federal Differences/Arbitrations – Marlene Fleming**

There is one Saldivar case FFY 2009.

One case in arbitration: FNS was able to complete the (DROP) case but did not supply the needed information to substantiate the completion. Therefore, the federal Arbitrator said that California was correct to have dropped the case.

DROP cases due to client non-cooperation. If counties have cases they can't get information on, let Marlene know and she will contact FNS to help obtain the needed documentation. There is language in the FNS 310 that states they can assist in completing federal cases.

A question was asked regarding MCE, can counties include the Pub 275 in the intake or RE packet? Answer: NO, the case must contain a journal that the Pub 275 was given and the case is MCE.

Kern County asked for clarification regarding corrective action on this issue. Must the county do an Over issuance if there is no journal regarding the Pub 275 having been given? Counties agreed the answer would be no. (Refer to ACL 09-24).

### **County Concerns**

San Joaquin – Rose stated they received a federal disagree on a TFS case. They were told the case should have been dropped due to no Face to Face being completed. *See FNS 310 section 442.2*

FNS stated you cannot use likely conclusion unless the client fails or refuses to cooperate.

Cheryl of FOB added that you would use two sources for locating the customer and if not able to find the customers, you could then drop, code 2. If you find them and they won't cooperate, then use likely conclusion.

San Bernardino – Debbie asked this question regarding Expedited Services; if a customer comes in to apply and they are ES eligible and given an appointment to come back the next day but don't return, can the county deny the application? Answer, yes after 30<sup>th</sup> day. There was much discussion regarding this issue because the county did not have enough information from that first visit to make an ES determination, ES does not waive the rest of the application process. San Bernardino will provide the question/issue to Maria Contreras to take to FRAT.

## **6. FS Field Operations Bureau Management Evaluation Updates**

### **2010 Schedule of ME Reviews**

Jerry Parker stated that Alameda and San Mateo were completed in February. Santa Clara, Siskiyou, Tulare and San Benito are to be completed in March. San Bernardino and Madera will be completed in April. Glenn, Tehama and Riverside are due in May. FNS will also go to Riverside in May.

### **Timely processing rate**

91.06% October

90.00% November

89.49% December

**Timeliness of Applications Processing** Based on DFA 296X for the last 4 quarters, statewide average is at 92.9% from 10/08-9/09. FOB stressed that all counties need to be at 90%. Statewide average of applications approved within 30 days is 90.3%.

### **SEP Funds -**

Jerry will follow up on a Riverside request.

## 7. USDA – FNS Federal Updates

### FNS Operations – no report

### FNS QC – Dawn Baker

Completion rate for California is still too low 84.6% October and 88.1% November.  
QC Reviews will be completed in the following order:

Fresno – April  
Riverside – May  
Contra Costa – June  
Sacramento – July  
Orange – August

Los Angeles and San Diego have already been completed. Eventually all counties will be done. Hope will do access reviews at the same time Dawn and Katherine do the QC reviews in Riverside County.

Negatives – Dawn shared that counties should not deny benefits as a client withdrawal when the reason the client withdraws the application is because they were told by the worker that they were ineligible. Client can withdraw at anytime prior to an eligibility determination being made. Workers should not suggest that clients withdraw because it appears they may not be eligible. There was a federal memo on this issue dated April 17, 2003. Dawn will supply a copy to Daphne for distribution to FAAC members.

Case file construct - Review transmittal #09-04 (everyone should be following this). Counties need to provide everything they used to make the decision to drop or complete the case.

Password to Scanned case files - originally the counties stated they would all use the same password when sending zip files to FOB and FNS. Some counties have not been using the passwords. The correct passwords to use are:

FNS password - fns wor 10 *all lower case*  
FOB password – wtw fob 03 *all lower case*

Fresno –Carmen stated that Jaime doesn't receive the files because they are too large.

FOB – Chris suggested talking to IT about the resolution

FNS – Dawn states that the standard is set by the Federal government. She suggests that the files be sent to Marlene and she will send them to Jaime, the details will have to be worked out on a case by case basis.

QC Waiver for Face to Face – they are looking at statistics for under \$100 and there is no plan to allow for elimination of face to face for all cases at this time.

NPAWG – Negative Payment Accuracy Work Group....nothing to report.

Unemployment hold harmless – 120 days were held harmless that time frame is over. June 19, 2009 through October 31, 2009 . The \$25 must be included in the budget computations. However, a new November 1, 2009 through April 17, 2010 hold harmless period was initiated. Now, the \$25 must be excluded from the budget computations.

**8. 2010 Annual FS Conference** – nothing to report

**9. Chris Alivo**

Webinar service *GO TO MEETING* will be incorporated in future FAAC meetings. Counties will need to check with their IT regarding ability to participate. Chris will send an email for a test meeting. FDRAB will demo this for the April 7<sup>th</sup> PMC meeting.

**10. County Reports** - none

Next meeting May 25, 2010: Riverside County  
Department of Public Social Services  
3950 Reynolds Road  
Riverside, CA 92503